



Are you having difficulty paying energy bills because of a medical emergency?

Do you or someone in your home have a medical emergency? Will the condition become worse by the lack of gas or electric utility service?

A “**medical emergency**” means an existing medical condition of a customer or a member of a customer’s household, as defined and certified by a physician or public health official on a Michigan Public Service Commission-approved Medical Certification Form, that will be aggravated by the lack of utility service.¹

The Medical Certification Form is available from your utility and on their website. It is also available at www.michigan.gov/mpsc. Once this form is completed by a physician or public health official and sent to the utility for approval, you or your family member have some shut off of utility service protections.

Medical emergency shutoff protections:

- Customers will be granted a three-business-day grace period from shutoff of utility services for time to have the Medical Certification Form completed.
- The utility will restore or delay shutting off service for not more than 21 days if a customer or someone in the customer’s home has a medical emergency.
- A postponement may be extended for additional days, not to exceed 63 days in a 12-month period per household member. Customers must provide additional Medical Certification Forms. A utility is not required to keep services on under this rule for more than 126 days per household in any 12-month period.
- A utility shall not require payment for an after-hours reconnect fee or a deposit as a condition of restoring service for a medical emergency.
- Customers must have a physician or public health official specify on the Medical Certification Form:
 - (a) the medical condition,
 - (b) the medical equipment needed, and
 - (c) the specific time period a shutoff of utility service will make the medical emergency worse.
- Customers are still obligated to pay for utility service used, and may be requested to enter into a payment plan.²

¹Michigan Admin Code R 460.102a(i)

²Michigan Admin Code R 460.130